



**DEPARTMENT OF LABOR  
& INDUSTRIAL RELATIONS**

# **ANNUAL REPORT**

to promote economic vitality,  
safety & fairness for  
Missouri's businesses & workers





# TABLE OF CONTENTS

<b>5</b>	From the Director
<b>7</b>	Department Overview
<b>8</b>	Financial Appropriations
<b>9</b>	Legislative Summary
<b>10</b>	Labor & Industrial Relations Commission
<b>12</b>	Division of Employment Security
<b>19</b>	Division of Workers' Compensation
<b>27</b>	Division of Labor Standards
<b>32</b>	Missouri Commission on Human Rights
<b>35</b>	State Board of Mediation
<b>38</b>	Department Goals

\*Numerical graphics are rounded to the nearest whole number.

\*The figures in this report are FY 2024 (July 1, 2023 to June 30, 2024) unless otherwise noted.



# THE OFFICE OF THE DIRECTOR



**ANNA HUI** Department Director



**MATTHEW HANKINS** Deputy Director

Director Anna Hui is in her seventh year leading the department, while Deputy Director Matt Hankins is in his second year in this position with 24 years of experience at the department in various roles. Together, they lead the Office of the Director, which provides all administrative functions for the department's programs and staff.

## MESSAGE FROM THE DIRECTOR

It is my honor to present the 2024 Missouri Department of Labor and Industrial Relations Annual Report. Over the last several years, we have committed to a statewide effort to enhance the citizen experience with state government's programs and services. As part of that, we are implementing citizen survey tools to solicit feedback and to maintain a culture of continuous improvement.

The department is working through state and private partnerships to provide easy access for Missourians to submit tips, concerns and complaints. The foundation we create can serve as the jumping-off point for other state agencies to use our work to create their own mechanism to collect this information.

In Missouri, we continue working better together – leveraging our collaboration with other agencies to reduce complexity and redundancy while improving our citizens' access to state services.

Sincerely,



# ADMINISTRATION OVERVIEW

## OFFICE OF GENERAL COUNSEL

The Office of General Counsel prepares legal opinions and litigates employment security and workers' compensation cases. The office assists in collecting delinquent unemployment contributions and represents the department before the Administrative Hearing Commission, circuit courts, and the Missouri Court of Appeals.

## STRATEGIC COMMUNICATIONS

Strategic Communications is responsible for creating and maintaining forms and policies, maintaining/updating internal and public websites, and responding to media inquiries. It's responsible for the department's social media presence and internal and external communications.

## FINANCIAL MANAGEMENT

Financial Management processes and approves accounts payable and accounts receivable documents. It partners with divisions to develop and prepare the department's annual budget. It assists divisions with grant budget preparations, and submits weekly, monthly, quarterly, and annual financial reporting.

## HUMAN RESOURCES

Human Resources plans, organizes, and controls the activities and actions for recruitment and retention, hiring, payroll, benefits, discipline, training, employee relations, policy development, etc.; monitors pay structure for the department; conducts research and analysis to ensure the department is in compliance with state and federal employment laws; coordinates and oversees diversity and equal employment opportunity programs and drives departmental initiatives such as professional development and employee engagement.

## PROCUREMENT

Procurement makes travel arrangements, assists the department in the bidding and contracting process, and works with the Office of Administration's Division of Purchasing for bids outside DOLIR's authority.

## GENERAL SERVICES

General Services is responsible for facility management for all department buildings which includes system furniture, HVAC, janitorial, and related issues. General Services helps plan and assist in office or employee moves.

## VISION STATEMENT:

To promote economic vitality, safety, and fairness for Missouri's businesses and workers

## THE DEPARTMENT IS COMPRISED OF:

### **LABOR AND INDUSTRIAL RELATIONS COMMISSION (LIRC)**

The LIRC is a government agency that oversees the Department of Labor and Industrial Relations. It's three commissioners are appointed by the governor. The LIRC hears appeals of workers' compensation, unemployment insurance, and other labor-related issues.

### **DIVISION OF EMPLOYMENT SECURITY (DES)**

The DES helps people who have lost their jobs. It provides unemployment insurance benefits to people who have lost a job through no fault of their own and collects unemployment insurance taxes from employers.

### **DIVISION OF WORKERS' COMPENSATION (DWC)**

The DWC helps workers who get hurt on the job. It can help resolve disputes regarding medical bills, lost wages, and other benefits. It also investigates cases of fraud and noncompliance.

### **DIVISION OF LABOR STANDARDS (DLS)**

The DLS has five sections that help workers and businesses. It collects information about workplace injuries, enforces wage laws, provides safety advice, inspects mines and caves, and helps businesses improve workplace safety.

### **MISSOURI COMMISSION ON HUMAN RIGHTS (MCHR)**

The MCHR helps to prevent discrimination. It investigates complaints of discrimination and works to find fair solutions.

### **STATE BOARD OF MEDIATION (SBM)**

The SBM helps to settle disagreements between public employers and public sector labor unions regarding representation of bargaining units. The board also conducts secret ballot elections to determine whether a bargaining unit will be represented by a particular union.

# FINANCIAL APPROPRIATIONS

The operating budget for the department is appropriated by the General Assembly and approved by the governor in the annual budget process. These appropriations fund

payroll, equipment, and other expenses necessary to carry out the duties of the department. It does not include any benefit payments.

DIVISION	FY 2024	FY 2025
DIVISION OF EMPLOYMENT SECURITY <sup>1</sup>	\$99,149,743 <sup>1</sup>	\$93,387,956 <sup>1</sup>
DIVISION OF WORKERS' COMPENSATION <sup>2</sup>	\$10,866,833 <sup>2</sup>	\$11,260,157 <sup>2</sup>
DIRECTOR AND STAFF	\$5,974,902	\$5,822,993
DIVISION OF LABOR STANDARDS	\$2,864,514	\$3,031,796
MISSOURI COMMISSION ON HUMAN RIGHTS	\$1,681,153	\$1,668,868
LABOR AND INDUSTRIAL RELATIONS COMMISSION	\$1,215,133	\$1,251,567
STATE BOARD OF MEDIATION	\$162,341	\$130,931
<b>TOTAL</b>	<b>\$121,914,619</b>	<b>\$116,554,268</b>

<sup>1</sup> This amount excludes tax interceptions and benefit payments.

<sup>2</sup> This amount excludes Second Injury and Tort Victims' claim payments and Second Injury Fund refunds.



# LEGISLATIVE SUMMARY

## DIVISION OF EMPLOYMENT SECURITY

Since the appointment of Division Director Allen Andrews in October 2022, the Division of Employment Security has continued to see technological improvements and maintenance of the state's unemployment insurance system made possible by HB 2168 (2022). The bill's creation of the Unemployment Automation Fund allowed the redirection of a portion of employers' first quarter unemployment insurance contributions to be used for such purposes.

## DIVISION OF WORKERS' COMPENSATION

No direct legislative changes to the state's Workers' Compensation Division occurred in 2024, though the legislative changes from 2023 continue to direct the way in which the division regulates the workers' compensation insurance system. SB 24 (2023) allowed for the continued existence of the Second Injury Fund supplemental surcharge, a rate which was set at 0% for CY 2024. The bill also allowed for the surcharge to be adjusted to the nearest quarter percent, allowing for a higher degree of precision when deciding how much of a surcharge is necessary.

## DIVISION OF LABOR STANDARDS

Division of Labor Standards Director Todd Smith retired after years of dedicated state service. Legislative Liaison Logan Hobbs became Division Director July 1, 2024. SB 109's passage in 2023 has allowed for the uniform collection of inspection fees based on rhyolite tonnage from mining operations throughout the state. This has resulted in over \$58,000 being used to support the Mine and Cave Safety Program. Voters approved Proposition A on November 5, 2024, increasing the minimum wage rate to first \$13.75 per hour in 2025, then \$15.00 per hour in 2026. The proposition also established a paid sick time benefit, which eligible employers must provide. No funding has been appropriated as of yet for the enforcement of these provisions.

## STATE BOARD OF MEDIATION

After the departure of the sole labor representative from the State Board of Mediation, the board has not had a quorum since July 2024. Nonetheless, all cases brought before the board that have not needed a determination rendered on a dispute are being processed by Acting Chair Logan Hobbs.

## LABOR AND INDUSTRIAL RELATIONS COMMISSION

Senator Lauren Arthur was appointed the employee member on the Labor and Industrial Relations Commission in July 2024. As a result of the passage of HB 417 (2023), the Labor and Industrial Relations Commission has been charged with ensuring that state agencies cannot reject applicants to state jobs solely on the basis of lack of a postsecondary degree.

# LABOR & INDUSTRIAL RELATIONS COMMISSION



**RODNEY J. CAMPBELL**  
Chair,  
Public Member



**KATHRYN SWAN**  
Commissioner,  
Employer Member



**LAUREN ARTHUR**  
Commissioner,  
Employee Member

The Labor and Industrial Relations Commission (LIRC) oversees the Department of Labor and Industrial Relations. It consists of three commissioners who are appointed by the governor and confirmed by the Senate: a public member, an employer member, and an employee member. The LIRC decides appeals of workers' compensation, unemployment insurance, and other labor-related issues.

The LIRC decides appeals from decisions made by other government agencies about workers' compensation, unemployment, and tort victims' compensation fund claims. It also resolves disputes about prevailing wage rates and approves or disapproves new rules for the department.

In 2023, HB 417 was enacted. It says that state agencies cannot discriminate in job postings and hiring decisions based on whether a person has a postsecondary degree. If someone thinks they were not hired because of their lack of postsecondary degree, they can appeal to the LIRC.

**3K**  
**170**

**DECISIONS/ORDERS  
ISSUED  
EMPLOYMENT SECURITY**

**AWARDS/ORDERS  
ISSUED  
WORKERS' COMPENSATION**

## EMPLOYMENT SECURITY

2K	EMPLOYEE BENEFIT APPEALS FILED
396	APPEALED TO THE MISSOURI COURT OF APPEALS
43	CASES PENDING WITH COMMISSION AS OF JUNE 30, 2024
0	EMPLOYER CONTRIBUTION APPEALS FILED

## WORKERS' COMPENSATION

153	APPLICATIONS FOR REVIEW, MODIFICATIONS, SETTLEMENTS OR COMMUTATION OF AWARD BY ADMINISTRATIVE LAW JUDGE FILED
19	ORAL ARGUMENTS HEARD
71	CASES PENDING WITH COMMISSION AS OF JUNE 30, 2024
30	APPEALED TO THE MISSOURI COURT OF APPEALS

## PREVAILING WAGE

0	OBJECTIONS FILED
0	HEARINGS HELD
0	DECISIONS/ORDERS ISSUED
0	APPEALED TO THE COURT

## TORT VICTIMS COMPENSATION

16	PETITIONS FOR REVIEW FILED
14	DECISIONS/ORDERS ISSUED
0	APPEALED TO MISSOURI COURT OF APPEALS
0	CASES PENDING WITH COMMISSION AS OF JUNE 30, 2024

## POSTSECONDARY DEGREE

0	POSTSECONDARY DEGREE HIRING APPEALS FILED
1	JOB POSTING REPORTS FILED
2	DECISIONS/ORDERS ISSUED

# DIVISION OF EMPLOYMENT SECURITY



**ALLEN ANDREWS** Division Director



**ANTHONY VAUGHAN** Deputy Director

The Division of Employment Security (DES) provides unemployment insurance (UI) benefits to people who have lost a job through no fault of their own or are underemployed and collects UI taxes from employers.

The DES works to ensure that eligible claimants receive unemployment benefits quickly and accurately. To qualify for benefits, a claimant must have worked in a covered job and earned enough wages. The amount of benefits a claimant receives is based on past earnings.

The DES uses a system to verify the identity of claimants and prevent fraud when filing for unemployment benefits. The division also uses software to assess risk of fraud and may ask questions to confirm the identity of claimants.

The DES partners with other agencies to offer job-seeking services. The division helps people find jobs that match their skills and experience. The DES also has a program that helps people who are likely to run out of benefits.

The Shared Work program is an option for employers who need to reduce their workforce. It allows employers to keep employees working part-time instead of laying them off. Employees in this program receive a portion of their unemployment benefits.

**\$325M**

**EMPLOYER  
CONTRIBUTIONS  
COLLECTED**

**\$224M**

**AMOUNT OF  
UI BENEFITS  
PAID**

**117K**

**INDIVIDUALS THAT FILED A CLAIM**

**981K**

**WEEKLY REQUESTS FOR PAYMENT PROCESSED**

**197K**

**EMPLOYERS LIABLE FOR CONTRIBUTIONS**

## **UI APPEALS** SECTION

The UI Appeals Section must provide a fair hearing for any claimant or employer who disagrees with a decision about benefits. The Appeals Section provides hearings for all appeals related to unemployment benefits and taxes.

When an appeal is filed, an appeals referee conducts a hearing and issues a decision. The decision may be appealed to the Labor and Industrial Relations Commission and then to the Missouri Court of Appeals.

**19K**

**APPEALS FILED**

**23K**

**APPEALS RESOLVED BY DECISION OR ORDER**

## UI BENEFITS SECTION

UI Benefits provides unemployment benefits to eligible workers who have lost their jobs due to no fault of their own. To qualify, individuals must have worked in covered employment and earned enough qualifying wages. The benefit amount is calculated based on the individual's earnings, which means not all workers are eligible for 20 weeks of benefits.

**20**

MAXIMUM NUMBER OF  
WEEKS ELIGIBLE FOR BENEFITS

**\$320**

MAXIMUM WEEKLY  
BENEFIT AMOUNT PAID

**\$291.08**

AVERAGE WEEKLY BENEFIT  
AMOUNT PAID

To prevent fraud, the DES uses an identity verification system for all unemployment claims. This system ensures that the information provided during the claim filing process is accurate and belongs to the person filing the claim. Individuals are evaluated by fraud detection software and assigned fraud risk scores. Those deemed high risk are presented with a series of questions to verify their identity.

The DES partners with other agencies to offer reemployment services. This includes job matching, which matches unemployed workers with job openings based on their skills and experience. The Reemployment Services and Eligibility Assessment (RESEA) Program helps claimants who are likely to exhaust their UI benefits by providing specialized reemployment services and a UI eligibility assessment.

## SHAREDWORK

The Shared Work Unemployment Compensation Program is an alternative to layoffs for employers facing a reduction in work. It allows employers to divide available

work among affected employees instead of resorting to layoffs. These employees receive a portion of their unemployment benefits while working reduced hours.

**20K**

EMPLOYEE LAYOFFS  
AVOIDED

**\$5M**

PAID IN SHARED  
WORK BENEFITS

**609**

EMPLOYERS  
PARTICIPATED

Under Shared Work, the firm retains its total workforce on a four-day-a-week basis. Reducing hours from 40 to 32 cuts production by the needed 20 percent.



**-20%**  
PRODUCTION



## UI TAX SECTION

The UI Tax Section helps businesses meet their obligations under the unemployment insurance program. Businesses must file quarterly reports and pay taxes. The tax rate is determined by the amount of benefits paid out, taxes paid in, and the average annual payroll.

The Tax Section monitors businesses to ensure they are complying with the law. Businesses that do not pay their taxes have an unfair advantage and can make it difficult for workers to receive benefits.

State law allows the DES to redirect monies to the Unemployment Automation Fund from Missouri employers liable for first quarter unemployment insurance contributions (taxes). This money will be used for the maintenance and upgrade of the unemployment insurance program's online application, UInteract.

**3M**

**EMPLOYEES RECEIVED  
UI COVERAGE**

**197K**

**EMPLOYERS LIABLE  
FOR CONTRIBUTIONS**

**29K**

**EMPLOYERS NOT PREVIOUSLY  
LIABLE FOR UI TAX, BECAME LIABLE**

**11K**

**INVESTIGATIONS CONDUCTED**

**4K**

**WORKERS IDENTIFIED AS  
IMPROPERLY CLASSIFIED**

# UI INTEGRITY SECTION

The UI Integrity Section works to prevent fraud and overpayments in the UI program. The section compares information from different databases to identify people who may be improperly receiving benefits.

DES  
NEW HIRE  
CROSS-MATCH  
UNIT

14K  
MATCHES  
DETECTED FOR  
INVESTIGATION

NEW HIRE  
CROSS-MATCH  
UNIT  
INVESTIGATED  
CROSS-MATCHES

6K  
OVERPAYMENT  
DETERMINATIONS  
ESTABLISHED

OVER  
\$2.5 M IN  
OVERPAYMENTS  
DISCOVERED

One common type of fraud is when people continue to collect benefits after they have returned to work. The DES uses cross-matching to compare new hire data with unemployment claims. This has helped the division identify millions of dollars in improper payments.

Quarterly wage cross-matches detected **\$2 million** in improperly paid benefits.

The DES collects overpaid benefits through various methods, including intercepting tax refunds and lottery winnings. The division is also part of the Integrity Data Hub, a multi-state project to prevent fraud.

## DES RECOVERED:

**\$17.8M**  
**\$2.8M**

OF IMPROPERLY  
PAID BENEFITS

IN FRAUD  
PENALTIES

The most egregious overpayments of benefits due to fraud are investigated and referred to the Missouri Attorney General for criminal prosecution.

The UI Integrity Section is responsible for two federal programs: Benefit Accuracy Measurement (BAM) and Tax Performance System (TPS). BAM audits both paid and denied claims, while TPS monitors tax performance.

The UI Integrity Section also provides statistical information and reports to government officials and other stakeholders. The section helps ensure that Missouri's unemployment insurance system complies with federal laws and policies.

**930** BENEFIT CLAIMS AUDITED

**912** TAX CASES AUDITED



# EMPLOYMENT & EARNINGS

CALENDAR YEAR	COVERED EMPLOYERS	COVERED EMPLOYEES	STATE REVENUES	WAGES PAID IN COVERED EMPLOYMENT		AVERAGE TAX RATE - PERCENT OF		TAXABLE WAGE BASE	ANNUAL WAGE
				TOTAL	TAXABLE	TOTAL	TAXABLE		
2019	167,773	2.7M	\$351.7M	\$132.2B	\$29.4B	0.30	1.13	\$12,000	\$50,114
2020	171,053	2.7M	\$330.9M	\$140.3B	\$27.8B	0.27	1.09	\$11,500	\$53,596
2021	174,643	2.7M	\$333.6M	\$150.4B	\$28.5B	0.25	1.06	\$11,000	\$56,447
2022	185,344	2.8M	\$359.1M	\$162.7B	\$30.0B	0.26	1.16	\$11,000	\$59,225
2023	192,124	2.8M	\$371.1M	\$172.6B	\$29.2B	0.25	1.17	\$10,500	\$61,711

# UI CLAIMS & BENEFITS

CALENDAR YEAR	FIRST PAYMENTS	WEEKS COMPENSATED	BENEFITS PAID	AVG. WEEKLY BENEFIT	AVERAGE DURATION	EXHAUSTION RATE	TRUST FUND BALANCE	OUTSTANDING FED LOANS
2019	70,638	909,564	\$235.8M	\$266	12.9	32.6	\$1.07B	\$0
2020	363,538	5,047,520	<sup>1</sup> \$1.18B	\$251	13.9	35.0	\$437.9M	\$0
2021	99,524	1,490,907	\$369.4M	\$263	15.0	35.1	\$609.2M	\$0
2022	53,243	633,934	\$170.4M	\$276	11.9	28.2	\$812.4M	\$0
2023	60,990	727,663	\$204.1M	\$286	11.9	33.1	\$990.4M	\$0

<sup>1</sup> Includes benefits paid to individuals under the regular state program. It excludes benefits paid through federal pandemic programs.

# UNEMPLOYMENT COMPENSATION FUND

**BALANCE ON HAND** JULY 1, 2023

**\$977,797,121.91**

DEPOSITS	AMOUNT
Net UI Contributions <sup>1</sup>	\$325,224,703
Penalty/Interest	\$3,827,212
U.S. Treasury Interest Credits	\$14,048,331
Intra-Account Transfer	\$529,945,714
Other States - Interstate Benefits CWC <sup>2</sup>	\$3,020,956
FECA Advances/Reimbursements - UCX <sup>3,4</sup>	\$367,770
Reimbursable - Local Govt. & Political Subdivisions	\$3,396,629
Reimbursable - State Govt., Hospitals, & Higher Ed.	\$1,191,452
Reimbursable - Nonprofit Org.	\$5,776,193
Fed. Share Extended Benefits	\$0
Fed. Emergency Comp./EUC08 <sup>5</sup>	\$3,681
Fed. Emergency Comp./PEUC <sup>6</sup>	\$28,744
Fed. Emergency Comp./FAC <sup>7</sup>	\$1,500
Fed. Pandemic Unemployment Comp.	\$52,231
Pandemic Unemployment Asst.	\$0
Mixed Wage Earners Unemployment Comp.	\$0
FECA Advances/Reimbursements - UCFE <sup>8</sup>	\$1,034,801
Other - Reimbursement of Waiting Week	\$0
Other - Trust Fund Loans/FUTA Tax Credits <sup>9</sup>	\$13,120,760
Other - Returned EUC/FSC Rest <sup>10,11</sup>	\$0
<b>TOTAL RECEIPTS</b>	<b>\$901,040,678</b>

<sup>1</sup> Unemployment Insurance

<sup>2</sup> Combined Wage Claim

<sup>3</sup> Federal Employees Compensation Act

<sup>4</sup> Unemployment Compensation for Ex-service Members

<sup>5</sup> Extended Unemployment Compensation 2008

<sup>6</sup> Pandemic Emergency Unemployment Compensation

<sup>7</sup> Federal Additional Compensation

<sup>8</sup> Unemployment Compensation for Federal Employees

<sup>9</sup> Federal Unemployment Tax Act

<sup>10</sup> Emergency Unemployment Compensation

<sup>11</sup> Federal Supplemental Compensation

DISBURSEMENTS	AMOUNT
Net UI Benefits	\$201,140,714
Net Reimbursable Benefit Payments - Local Govt. & Other Pol. Subdivisions	\$3,192,300
Net Reimbursable Benefit Payments - State Govt., State Hospitals, & Higher Ed.	\$1,259,560
Net Reimbursable Benefit Payments - Nonprofits	\$6,355,332
FECA Net Benefit Payments-UCX	\$340,017
Net Fed. Benefits-Fed. Share (Extended)	(\$68,391)
EUC08 Activity	(\$479,472)
PEUC Activity	(\$2,500,069)
TEUC Activity <sup>1</sup>	(\$1,535)
Fed. Emergency Comp.-FAC	(\$27,027)
Fed. Pandemic Unemployment Comp.	(\$7,115,646)
Pandemic Unemployment Assistance	(\$1,578,654)
Other Temporary Fed. Comp./Waiting Week	\$0
Mixed Wage Earners Unemployment Comp.	(\$1,434)
To Other States - Interstate Benefits CWC	\$17,641,559
Title IX (Admin.) or Special Legislation/Emergency Admin. Grant	\$1,312,750
To Special Funds Penalty/Interest	\$8,222,840
FECA Net Benefit Payments-UCFE	\$1,002,771
Intra-Account Transfers	\$529,945,714
Other First Payments EB/Loan Repayment <sup>2</sup>	\$0
<b>TOTAL DISBURSEMENTS</b>	<b>\$758,641,328</b>

<sup>1</sup> Temporary Extended Unemployment Compensation

<sup>2</sup> Extended Benefits

**BALANCE ON HAND** JUNE 30, 2024

**\$1,120,196,471.32**

**CASH ON HAND**

JUNE 30, 2024

**CLEARING ACCOUNT, JEFFERSON CITY, MO.**

**(\$455,076.94)**

**BENEFIT ACCOUNT, JEFFERSON CITY, MO.**

**\$9,452,274.35**

**TRUST FUND ACCOUNT, U.S. TREASURY**

**\$1,111,199,273.91**

# DIVISION OF WORKERS' COMPENSATION



**PAMELA LEWIS** Former Division Director



**BEN QUALLS** Acting Division Director

The Division of Workers' Compensation helps workers who get hurt on the job. They can help resolve disputes regarding medical bills, lost wages, and other benefits and investigates fraud and noncompliance.

The origin of the Division of Workers' Compensation (DWC) began in 1925 with the Missouri's workmens' compensation law. Over the years, Missouri added programs to assist those who were injured or died while on the job. The Second Injury Fund (SIF) became law in 1943, the Tort Victims' Compensation Fund was passed in 1987 and the Line of Duty compensation fund was added in 2009.

for industry partners through the Workers's Safety Program. The DWC is funded through a tax surcharge on insurance carriers' net deposits, net premiums or net assessments for workers' compensation insurance, and net premiums equivalent for self-insured employers. The administrative tax and surcharge is capped at 2.0% per state law, the SIF surcharge is capped at 3.0% and the SIF supplemental is capped at 1.0%.

The division partners with the Division of Labor Standards, providing injury and fatality data guidance

**91K** WORKPLACE INJURIES REPORTED

**80,819** First Reports of Injury (FROI) received, without Claim for Compensation

**9,001** FROI received + Claims for Compensation filed

**1,777** Claims for Compensation filed, without FROI

## SELF-INSURANCE OVERVIEW

Employers in Missouri must either buy workers' compensation insurance or get approval from the DWC to self-insure. This means they must be able to pay for any workers' compensation claims themselves.

Employers must report workplace injuries to the DWC within 30 days of knowing about the injury. Failure to report an injury can result in a fine or imprisonment. Employees can file a claim for compensation if they disagree with the employer's handling of a workplace injury.

## SECURITY HELD BY FISCAL YEAR



Excludes security called due to default.

## SELF-INSURANCE COVERAGE

FY	EMPLOYERS	EMPLOYEES COVERED <sup>1</sup>	PAYROLL COVERED <sup>1</sup>
INDIVIDUAL SELF-INSURANCE			
2020	220	440,703	\$20,872,824,971
2021	213	438,667	\$21,129,595,842
2022	215	414,636	\$21,586,263,531
2023	213	461,577	\$22,641,537,024
2024	213	453,050	\$25,119,411,968
GROUP TRUST SELF-INSURANCE			
2020	2,612	277,294	\$10,228,034,506
2021	2,563	273,560	\$10,483,150,995
2022	2,532	261,166	\$10,773,807,413
2023	2,538	253,428	\$10,873,518,994
2024	2,431	253,210	\$11,714,982,640

<sup>1</sup> Numbers valid as of close of prior calendar year.

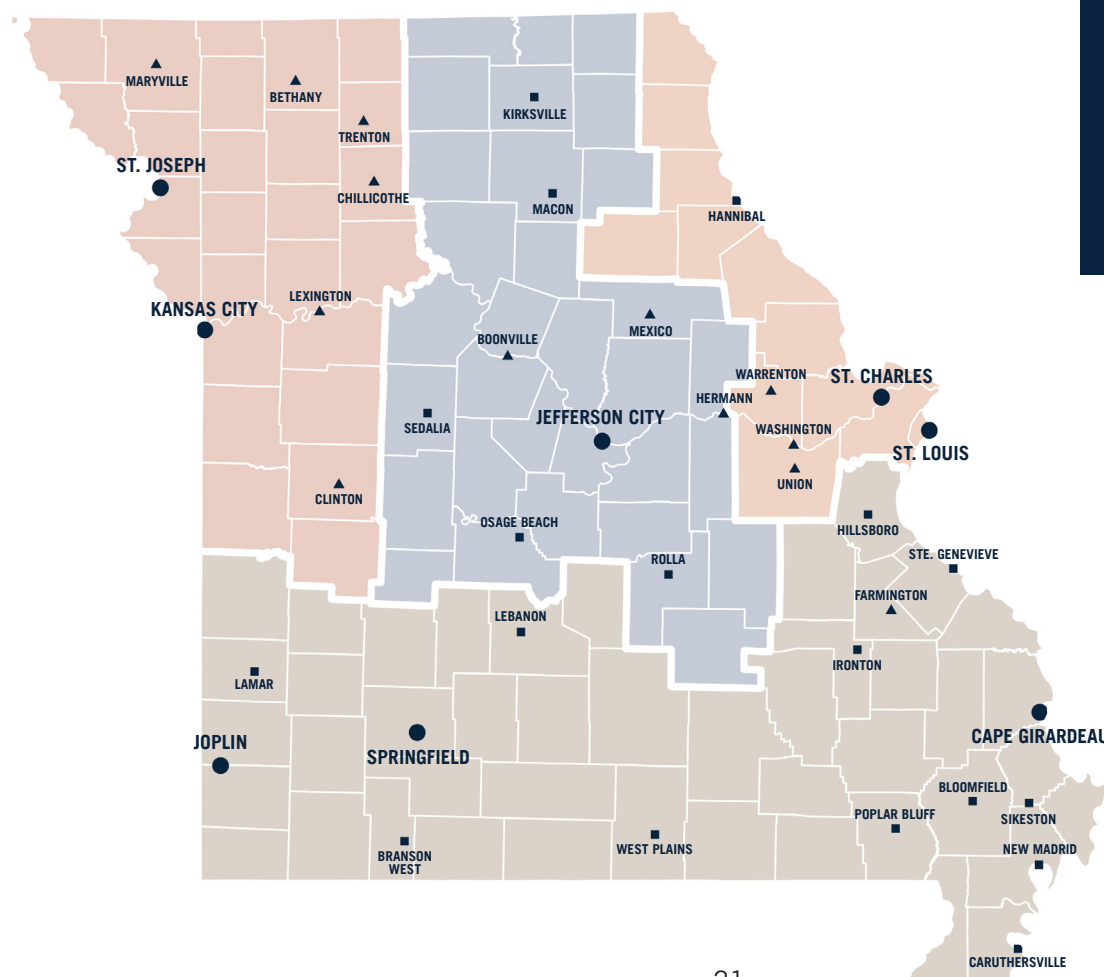
# SECOND INJURY FUND BENEFITS

The Second Injury Fund (SIF) is a program that helps injured workers who have certain previous disabilities and potential benefits available are dependent upon the date of the workers injury. It encourages employers to hire workers with disabilities by protecting them from liability for these previous injuries. The SIF is funded by an extra charge on workers' compensation premiums.

BENEFIT TYPE <sup>1</sup>	RECIPIENTS	BENEFITS PAID
Permanent Total Disability (Ongoing)	1,953	\$53,543,020
Permanent Total Disability (Lump Sum)	205	\$7,969,318
Permanent Partial Disability	112	\$687,398
Uninsured Medical	7	\$154,414
Uninsured Death	7	\$123,628
Rehab	0	\$0
Lost Wages	0	\$0

<sup>1</sup> Unless otherwise noted, benefits include both ongoing and lump sum

## ADJUDICATION OFFICES



KEY

WESTERN REGION

NORTH/CENTRAL REGION

SOUTHERN REGION

EASTERN REGION

ADJUDICATION OFFICE

DOCKET SETTING

HEARING ONLY

## ADMINISTRATIVE LAW JUDGES

\*Chief Administrative Law Judge

- RYAN ASBRIDGE
- KARLA BORESI
- SKYLER BURKS
- MAUREEN BYRNE
- KENNETH CAIN
- KEVIN ELMER
- BRUCE FARMER
- HANNELORE FISCHER\*
- KAREN FISHER
- SUZETTE FLOWERS
- EMILY FOWLER
- MELISSA GILLIAM
- KATHLEEN HART
- ANGIE HEFFNER\*
- JOSEPH KEAVENY
- EDWIN KOHNER
- MELODIE POWELL
- JOHN OTTENAD
- LAWRENCE REBMAN
- COLE ROSENBLUM
- MARK SIEDLIK
- CARL STRANGE\*
- KEVIN THOMAS
- JASON TILLEY\*
- AMY YOUNG

As of 10-02-2024

# ADJUDICATION

Most workers' compensation cases are resolved through settlement between the parties and without proceeding to a hearing. A hearing can be costly and time-consuming. All settlements must be approved by a DWC Administrative Law Judge (ALJ). Parties can request that their case be set before an ALJ to assist them with

discussing issues or for a formal mediation to work toward compromise settlement. For cases not resolved by compromise settlement, the ALJs conduct hearings and make determinations on what, if any, benefits are owed to the injured worker.

**17K**

**COMPROMISE SETTLEMENTS APPROVED<sup>1</sup>**

**7K**

**CLAIMS DISMISSED**

**614**

**HEARINGS**

<sup>1</sup> Insurance, Second Injury fund and Medical Fee Dispute

# FRAUD & NONCOMPLIANCE UNIT

The Fraud and Noncompliance Unit investigates cases of fraud and noncompliance within the workers' compensation law.

Employers who fail to insure their workers' compensation liability can be fined or imprisoned. Fraud includes making false statements to get or deny benefits.

**398**

**WORKERS POTENTIALLY IMPACTED BY FAILURE OF EMPLOYER TO INSURE FROM REFERRED CASES**

**\$93K**

**PENALTIES RECOVERED FROM CASES REFERRED TO THE ATTORNEY GENERAL'S OFFICE<sup>2</sup>**

**484**

**FRAUD AND NONCOMPLIANCE CASES INVESTIGATED**

**65**

**FRAUD AND NONCOMPLIANCE CASES REFERRED TO THE MISSOURI ATTORNEY GENERAL'S OFFICE FOR PROSECUTION**

<sup>2</sup> Penalties recovered include those from cases referred, or penalties from, previous Fiscal Years. Some cases take longer than a year to reach a resolution and many penalties are paid in monthly installments over several years.



# ACCIDENTS & DISEASES BY SEVERITY

INDUSTRY	FATALITIES <sup>1</sup>	LOST TIME <sup>2</sup>	MEDICAL <sup>3</sup>	UNKNOWN OR INCIDENT ONLY <sup>4</sup>	TOTAL <sup>5</sup>
Accommodation & Food Services	8	353	1,386	3,402	5,149
ASWMRS <sup>6</sup>	11	315	747	2,082	3,155
Agriculture, Forestry, Fishing & Hunting	2	77	197	446	722
Arts, Entertainment and Recreation	1	76	459	928	1,464
Construction	12	501	1,087	2,418	4,018
Educational Services	1	230	1,607	2,503	4,341
Finance and Insurance	4	345	1,661	3,037	5,047
Health Care and Social Assistance	4	1,078	4,531	11,434	17,047
Information	2	68	128	468	666
Management of Companies & Enterprises	0	44	195	260	499
Manufacturing	13	1,206	4,460	7,107	12,786
Mining	0	7	42	47	96
Employer Industry Unknown	4	30	26	617	677
Other Services (Except Public Administration)	1	172	573	1,356	2,102
Professional, Scientific & Technical Services	2	111	715	1,605	2,433
Public Administration	5	946	2,273	5,281	8,505
Real Estate and Rental & Leasing	3	86	241	576	906
Retail Trade	7	679	2,634	6,645	9,965
Transportation and Warehousing	7	930	1,388	3,749	6,074
Utilities	1	100	258	260	619
Wholesale Trade	2	412	961	1,995	3,370
<b>Total</b>	<b>90</b>	<b>7,766</b>	<b>25,569</b>	<b>56,216</b>	<b>89,641</b>

<sup>1</sup> Deaths reported as of October 2024. Death may later be determined not to be a compensable-work related injury.

<sup>2</sup> Cases where Temporary Total Disability (TTD) or Temporary Partial Disability (TPD) benefits were reported paid.

<sup>3</sup> Cases where no TTD or TPD benefits were reported but medical costs were reported.

<sup>4</sup> Cases where no payment information has been received. Includes incident only cases reported to the DWC as a precautionary measure.

<sup>5</sup> Workers' Compensation cases develop over time. The counts disclosed are based on information as of 10-04-2024 and are likely not reflective of the final counts and dollar amounts for the Fiscal Year, because the cases have not fully developed.

<sup>6</sup> Administrative and Support and Waste Management & Remediation Services

# INDUSTRY COST BY BENEFIT TYPE

INDUSTRY	TEMPORARY BENEFITS	PERMANENT BENEFITS	DEATH BENEFITS	MEDICAL BENEFITS	TOTAL BENEFITS <sup>1</sup>
Accommodation & Food Services	\$759,548	\$1,047,265	\$0	\$6,525,890	\$8,332,703
ASWMRS <sup>2</sup>	\$1,219,559	\$1,337,357	\$42,518	\$5,914,122	\$8,513,556
Agriculture, Forestry, Fishing & Hunting	\$305,146	\$303,048	\$0	\$1,967,753	\$2,575,947
Arts, Entertainment and Recreation	\$217,166	\$289,072	\$0	\$2,544,974	\$3,051,212
Construction	\$3,877,384	\$3,595,683	\$0	\$19,917,960	\$27,391,027
Educational Services	\$582,734	\$868,190	\$0	\$7,639,060	\$9,089,984
Finance and Insurance	\$1,148,040	\$1,282,282	\$0	\$11,051,063	\$13,481,385
Health Care and Social Assistance	\$3,166,514	\$3,486,706	\$0	\$20,001,125	\$26,654,346
Information	\$339,219	\$313,474	\$35,000	\$1,497,979	\$2,185,671
Management of Companies & Enterprises	\$154,539	\$89,994	\$0	\$734,824	\$979,357
Manufacturing	\$4,956,118	\$6,524,251	\$65,000	\$38,830,740	\$50,376,109
Mining	\$43,268	\$115,060	\$0	\$389,226	\$547,555
Employer Industry Unknown	\$229,193	\$865,336	\$0	\$596,281	\$1,690,811
Other Services (Except Public Administration)	\$610,485	\$628,601	\$0	\$3,924,122	\$5,163,208
Professional, Scientific & Technical Services	\$514,710	\$356,871	\$0	\$3,647,555	\$4,519,136
Public Administration	\$3,631,118	\$5,168,840	\$23,431	\$18,778,905	\$27,602,294
Real Estate and Rental & Leasing	\$296,803	\$306,429	\$0	\$1,993,222	\$2,596,454
Retail Trade	\$2,170,846	\$2,884,029	\$0	\$15,703,419	\$20,758,294
Transportation and Warehousing	\$5,260,845	\$3,246,656	\$0	\$16,878,606	\$25,386,107
Utilities	\$654,166	\$452,280	\$0	\$3,380,204	\$4,486,651
Wholesale Trade	\$1,897,303	\$1,411,612	\$0	\$9,399,987	\$12,708,902
<b>Total</b>	<b>\$32,034,705</b>	<b>\$34,573,036</b>	<b>\$165,949</b>	<b>\$191,317,017</b>	<b>\$258,090,708</b>

<sup>1</sup> Workers' Compensation cases develop over time. The dollar amounts disclosed are based on information as of 10-04-2024 and are likely not reflective of the final dollar amounts for the Fiscal Year, because the cases have not fully developed.

<sup>2</sup> Administrative and Support and Waste Management & Remediation Services



# DISABILITY COST ALL INCIDENCES

TYPE	FY	INCIDENCES <sup>1</sup>	NON MEDICAL COMPENSATION <sup>2</sup>	MEDICAL COMPENSATION	TOTAL <sup>3</sup>
ACCIDENTAL <sup>4</sup>	FY	INCIDENCES	NON MED COMP	MED COMP	TOTAL
Temporary <sup>5</sup>	2021	39,291	\$24,727,199	\$124,239,902	\$148,967,101
Temporary	2022	34,875	\$23,697,653	\$140,203,724	\$163,901,377
Temporary	2023	36,388	\$27,715,599	\$194,303,593	\$222,019,192
Temporary	2024	29,666	\$24,444,307	\$152,529,081	\$176,973,388
Permanent <sup>6</sup>	2021	13,506	\$314,452,727	\$348,667,889	\$663,120,617
Permanent	2022	13,024	\$281,406,706	\$339,038,458	\$620,445,164
Permanent	2023	9,141	\$182,686,615	\$191,402,233	\$374,088,847
Permanent	2024	2,688	\$40,427,599	\$34,822,264	\$75,249,862
Death <sup>7</sup>	2021	124	\$2,739,878	\$1,777,041	\$4,516,920
Death	2022	117	\$470,939	\$1,888,399	\$2,359,338
Death	2023	95	\$27,766	\$417,654	\$445,420
Death	2024	86	\$14,568	\$292,568	\$307,136
Total	2021	52,921	\$341,919,804	\$474,684,833	\$816,604,637
Total	2022	48,016	\$305,575,299	\$481,130,581	\$786,705,879
Total	2023	45,624	\$210,429,980	\$386,123,480	\$596,553,459
Total	2024	32,440	\$64,886,473	\$187,643,913	\$252,530,386
OCCUPATIONAL	FY	INCIDENCES	NON MED COMP	MED COMP	TOTAL
Temporary	2021	799	\$531,319	\$1,593,522	\$2,124,841
Temporary	2022	877	\$444,749	\$2,519,445	\$2,964,194
Temporary	2023	908	\$455,333	\$1,675,665	\$2,130,997
Temporary	2024	754	\$522,127	\$1,869,205	\$2,391,332
Permanent	2021	605	\$15,824,350	\$7,018,270	\$22,842,620
Permanent	2022	508	\$14,223,008	\$7,155,653	\$21,378,660
Permanent	2023	251	\$5,828,974	\$3,012,629	\$8,841,603
Permanent	2024	52	\$1,199,142	\$768,129	\$1,967,271

(CONTINUED ON NEXT PAGE)

# DISABILITY COST ALL INCIDENCES (CONTINUED)

TYPE	FY	INCIDENCES <sup>1</sup>	NON MEDICAL COMPENSATION <sup>2</sup>	MEDICAL COMPENSATION	TOTAL <sup>3</sup>
Death	2021	29	\$900,000	\$0	\$900,000
Death	2022	13	\$0	\$0	\$0
Death	2023	10	\$0	\$0	\$0
Death	2024	4	\$0	\$0	\$0
Total	2021	1,433	\$17,255,670	\$8,611,792	\$25,867,461
Total	2022	1,398	\$14,667,757	\$9,675,098	\$24,342,855
Total	2023	1,169	\$6,284,306	\$4,688,294	\$10,972,600
Total	2024	810	\$1,721,269	\$2,637,334	\$4,358,602
UNDETERMINED	FY	INCIDENCES	NON MED COMP	MED COMP	TOTAL
	2021	41,958	\$0	\$9,250	\$9,250
	2022	44,967	\$0	\$418	\$418
	2023	43,405	\$0	\$58,756	\$58,756
	2024	56,391	\$0	\$1,035,770	\$1,035,770
ALL TOTALS					
Total	2021	96,312	\$359,175,474	\$483,305,875	\$842,481,348
Total	2022	94,381	\$320,243,055	\$490,806,096	\$811,049,152
Total	2023	90,198	\$216,714,286	\$390,870,530	\$607,584,816
Total	2024	89,641	\$66,607,741	\$191,317,017	\$257,924,759

<sup>1</sup> Based on date of injury.

<sup>2</sup> Includes any compensation paid other than medical (TTD, TPD, TT Salary, PPD, PTB, Death, Burial).

<sup>3</sup> Workers' Compensation cases develop over time. The counts and amounts are based on information as of 10-04-2024. The more recent the year, the less reflective the counts and amounts are of what the final counts and dollar amounts will be once the cases have fully developed.

<sup>4</sup> Defined as any injury reported with a nature code other than those classified as "Occupational Disease or Cumulative Injury" by WCIO standards.

<sup>5</sup> Defined as any nonfatal injury with reported TTD, TPD, TT Salary, or medical compensation.

<sup>6</sup> Defined as any nonfatal injury with reported PPD or PTB compensation.

<sup>7</sup> Deaths reported. Death may later be determined not to be a compensable work-related injury.

# DIVISION OF LABOR STANDARDS



**TODD SMITH** Former Division Director



**LOGAN HOBBS** Division Director

The Division of Labor Standards (DLS) has five sections that help workers and businesses. The division collects information about workplace injuries, enforces wage laws, provides safety advice, inspects mines and caves, and helps businesses improve workplace safety.

**DLS helps keep workers safe and ensures they are paid fairly. It has five main parts:**

- **Wage and Hour:** This section makes sure that workers are paid the correct amount of money for their work.
- **Research and Analysis:** This section collects information about workplace illnesses, injuries, and fatalities.
- **Mine and Cave Safety:** This section inspects mines and caves and trains miners to work safely.
- **Workers' Safety Program:** This section helps businesses create programs to keep workers safe and prevent accidents.
- **Missouri On-Site Safety and Health Consultation Program:** This section helps businesses stay safe and follow workplace safety rules.

**\$21M**  
**9K**

**ON-SITE  
OSHA PENALTIES  
AVOIDED**

**WORK  
CERTIFICATES  
REVIEWED**

## WAGE & HOUR SECTION

The Wage and Hour section administers the state's child labor, minimum wage, and prevailing wage laws. Its primary responsibilities are assuring child safety, resolving pay disputes, and providing information to the public. The DLS provides outreach programs to help Missouri businesses comply with wage and hour laws.

### YOUTH EMPLOYMENT

The Missouri child labor law makes sure no child under 16 years of age is employed in an occupation or in a manner that is hazardous or detrimental to the child's safety, health, morals, educational processes, or general well-being.

**857**

ENTERTAINMENT  
PERMITS ISSUED

**9K**

WORK CERTIFICATES  
REVIEWED

**2K**

PUBLIC & PRIVATE  
CONTACTS

**15**

COMPLAINTS  
REVIEWED

### MINIMUM WAGE

The Minimum Wage Program responds to inquiries from employers and workers about their responsibilities and rights under Missouri wage and hour laws. It also provides educational outreach to businesses and mediates pay disagreements under the minimum wage law.

**1.5K**

COMPLAINTS  
RECEIVED

**25K**

PUBLIC & PRIVATE  
CONTACTS

**\$32K**

BACK WAGES PAID

**60**

WORKERS  
AFFECTED

### PREVAILING WAGE

The Prevailing Wage Program is responsible for setting the wage rate on public works construction projects with wage surveys collected from contractors.

**28**

COMPLAINTS  
RECEIVED

**3K**

PUBLIC & PRIVATE  
CONTACTS

**\$90K**

BACK WAGES PAID

**18**

WORKERS  
AFFECTED

## RESEARCH & ANALYSIS SECTION

The Research and Analysis Section collects data about workplace illnesses, injuries, and fatalities in Missouri. The section partners with the U.S. Bureau of Labor Statistics (BLS) and annually collects and reports data through the Survey of Occupational Injuries and Illnesses (SOII) and the Census of Fatal Occupational Injuries (CFOI). This program produces a wide range of information about workplace injuries and illnesses.

### WORKPLACE INJURIES & FATALITIES

DLS tracks the reported number of workplace injuries and fatalities that occur each year.

**56K**

INJURIES

**121**

FATALITIES

for calendar year 2022

### MINE & CAVE SAFETY PROGRAM

The Mine and Cave Safety Program helps to improve the safety of mines and caves in Missouri. They offer training to people who work in mines and caves and inspect mines and caves to make sure they are safe. They focus on training small operators and providing resources for contractors and other people involved in the mining industry.

Two full-time mine training specialists and two full time mine/cave inspectors provide training to miners and perform inspections. Mining is an important industry in Missouri, with an estimated value of \$3 billion.

**3K**

MINERS TRAINED

**246**

TOTAL INSPECTIONS

**1K**

HAZARDS FOUND &  
ELIMINATED

**13K**

MINERS & CONTRACTORS  
AFFECTED

**\$1M**

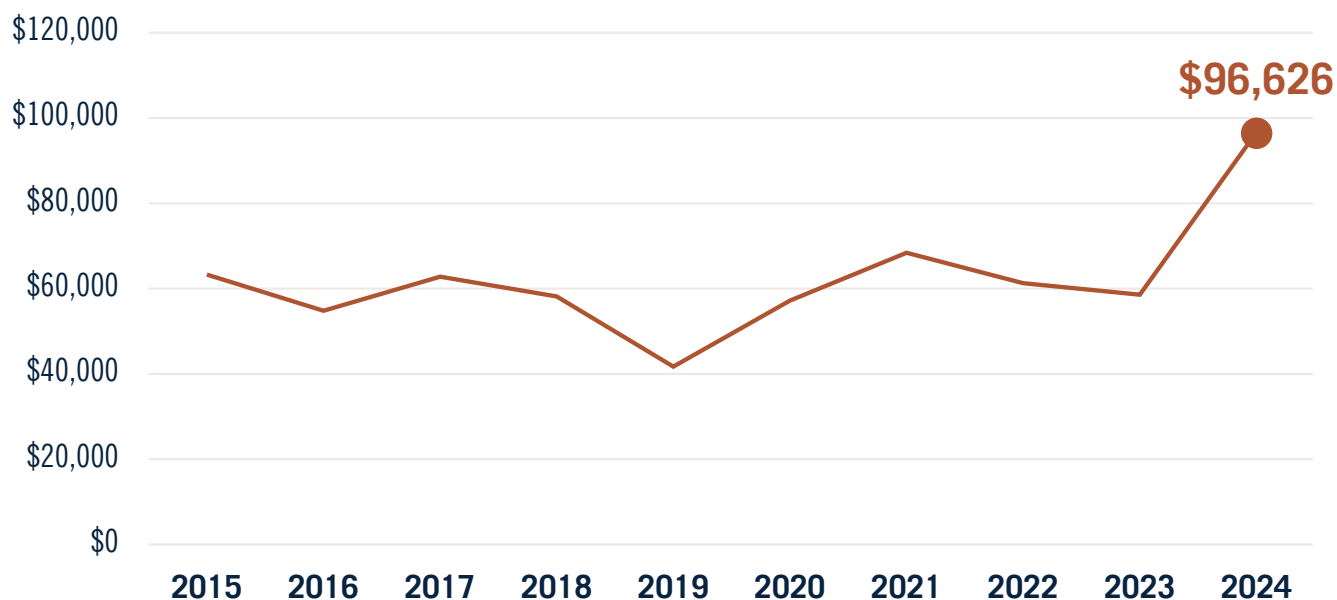
FEDERAL FINES AVOIDED BY  
MISSOURI MINE OPERATORS

## 10-YEAR PRODUCTION IN TONS

YEAR	CLAY	COAL	COPPER	IRON	LEAD	ZINC	GRANITE	SHALE	SILICA	RHYOLITE <sup>1</sup>	COBALT <sup>1</sup>
2015	1.71M	270K	29.8K	7.5K	262K	54.2K	1.03M	313K	1.20M	0	0
2016	1.74M	99K	21.6K	0	173K	34.3K	1.05M	252K	719K	0	0
2017	1.81M	246K	27.8K	0	185K	33.5K	1.20M	194K	2.07M	0	0
2018	1.67M	252K	25.9K	0	168K	35.5K	935K	435K	3.63M	0	0
2019	1.61M	170K	17.5K	0	180K	35.5K	990K	114K	2.92M	0	0
2020	1.87M	172K	18.5K	0	187K	33.0K	843K	419K	3.97M	0	0
2021	1.66M	113K	24.1K	0	185K	30.5K	1.04M	361K	3.39M	0	0
2022	1.57M	43K	19.8K	0	180K	33.9K	1.27M	341K	3.76M	0	0
2023	1.73M	109K	24.4K	0	161K	38.4K	1.13M	330K	2.31M	0	0
2024	1.77M	144K	16.9K	0	153K	38.2K	447K	279K	3.13M	2.17M	0

<sup>1</sup> Legislation passed in 2023 added Rhyolite and Cobalt to the list of minerals on which inspection fees are collected, based on the tonnage produced.

## 10-YEAR TONNAGE FEE COLLECTION



## WORKERS' SAFETY PROGRAM

The Missouri Workers' Safety Program helps employers improve workplace safety and reduce workers' compensation insurance costs. The program helps to regulate safety services provided by insurance carriers, maintains a list of certified safety consultants and engineers who offer independent services, and offers free safety and health consultations.

**203**

CERTIFIED PHYSICAL REHAB  
FACILITIES FOR INJURED WORKERS TO  
REHAB AND RECEIVE SIF BENEFITS

**285**

CERTIFIED SAFETY  
CONSULTANTS/  
ENGINEERS

**134**

WORKERS' COMPENSATION  
INSURANCE CARRIER GROUPS'  
SAFETY PROGRAMS CERTIFIED

## ON-SITE SAFETY & HEALTH CONSULTATION PROGRAM

The On-Site Safety and Health Consultation Program strives to reduce work-related injuries, illnesses, and fatalities by educating and training employers and employees in workplace safety and health issues. The program provides consultations at no cost to Missouri businesses. At the request of the employer, the consultants identify safety and health hazards and offer recommendations for correction with no penalties or fines assigned to the employer.

**557**

ON-SITE  
CONSULTATIONS  
CONDUCTED

**4K**

SERIOUS  
HAZARDS  
IDENTIFIED

**46%**

OF HAZARDS  
CORRECTED ON  
LOCATION

**\$20.5M**

POTENTIAL OSHA  
PENALTIES AVOIDED

## SAFETY & HEALTH ACHIEVEMENT RECOGNITION PROGRAM (SHARP)

The Missouri On-Site Safety and Health Consultation Program, in conjunction with OSHA, administers SHARP. It rewards small businesses that operate exceptional health and safety management programs. Participation is offered to businesses that work with On-Site consultants to implement safety and health management systems and significantly reduced workplace injury and illness rates.

**31**

COMPANIES CURRENTLY  
PARTICIPATING IN SHARP



# MISSOURI COMMISSION ON HUMAN RIGHTS



**DR. ALISA WARREN** Executive Director



**SHANNON THOMPSON** Deputy Director

The Missouri Commission on Human Rights (MCHR) helps to prevent and eliminate discrimination and promote equal treatment. It investigates complaints of discrimination and works to find fair solutions.

The Missouri Human Rights Act gives the MCHR the power to investigate and address discrimination. The MCHR can investigate complaints, take legal action in probable cause cases, make recommendations to government agencies, and certify local human rights commissions. MCHR can investigate discrimination in housing, employment, and public accommodations based on factors like race, color, religion, national origin, ancestry, sex, disability, age, and familial status.

**1K**

**COMPLAINTS FILED**

**1K**

**COMPLAINTS RESOLVED**

**7K**

**ATTENDEES AT OUTREACH EVENTS**

**\$881K**

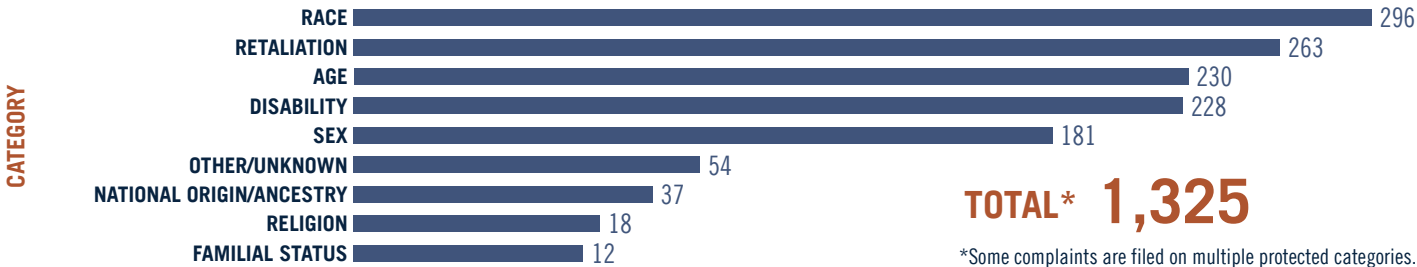
**NEGOTIATED IN SETTLEMENTS**

**14**

**LOCAL HUMAN RIGHTS AGENCIES IN MO**

## COMPLAINTS FY 2024

MCHR has established work-sharing agreements with the Equal Employment Opportunity Commission (EEOC) and local human rights agencies, increasing efficiency and eliminating duplication.





# HEARINGS, APPEALS, & SIGNIFICANT DECISIONS REGARDING THE MISSOURI HUMAN RIGHTS

## Jeanette Layton v. Mercy Hospital East Communities, et al., Missouri Court of Appeals, Eastern District – ED 111924

The Missouri Human Rights Act (MHRA) prohibits an employer from discharging an employee on the basis of the employee's age. § 213.055.1(1)(a). Under the MHRA's definition of an employer, "corporations and associations owned or operated by religious or sectarian organizations" are exempt from coverage. § 213.010(8). After the Missouri Supreme Court's holding in *Farrow v. Saint Francis Med. Ctr.*, 407 S.W.3d 579, 592 (Mo. banc 2013) that nonprofits cannot be "owned," the Missouri legislature amended the MHRA in 2017 to change "owned and operated" to "owned or operated." In this case, the Missouri Court of Appeals affirmed the circuit court that the employer was "operated" by the Roman Catholic Church, after considering such factors as corporate founders, corporate structure, corporate funding, corporate control and governance, corporate bylaws and articles of incorporation, not-for-profit corporate status, and corporate mission.

## DISPOSITIONS FY 2024

The chart below reflects the types of closures or determinations rendered as a result of investigation, conciliation, or public hearing.

DISPOSITION	EMPLOYMENT	PUBLIC ACCOMODATIONS	HOUSING	TOTAL
Right to Sue	620	90	16	726
No Probable Cause	187	25	16	228
Withdrawal/Settled	144	11	3	158
Withdrawal	26	6	2	34
Administrative Closure	19	8	4	31
No Jurisdiction	20	4	2	26
Failure to Cooperate	10	5	3	18
Negotiated Settlement	3	3	0	6
Closed at Hearings	1	2	0	3
Unable to Locate	1	0	0	1
Totals	1,031	154	46	1,231

# TOTAL CASES RECEIVED BY YEAR & JURISDICTION

FY	EMPLOYMENT	PUBLIC ACCOMODATIONS	HOUSING	MCHR TOTAL	DUAL FILED BY EEOC <sup>1</sup>
2019	1,460	132	15	1,607	1,948
2020	974	101	30	1,105	1,374
2021	835	104	33	972	1,544
2022	939	188	65	1,192	1,222
2023	815	189	72	1,076	1,325
2024	1,050	221	54	1,325	1,582

<sup>1</sup> Since 1978, complaints filed with MCHR are automatically filed with Equal Employment Opportunity Commission (EEOC), if EEOC has jurisdiction, and vice versa. The agency receiving the complaint is usually the agency that processes it.

## COMMISSIONERS

The commission consists of 11 members who are appointed by the governor with the advice and consent of the Senate and serve for six years without compensation. The governor appoints at least one

member from each of Missouri's eight congressional districts and one member as chairperson. The commission generally meets quarterly, and its meetings are open to the public.

### ANTONIO MALDONADO

Commissioner – 1st District  
Term Expires: April 1, 2025

### AL LI, CHAIR

Commissioner – 2nd District  
Term Expires: April 1, 2027

### PAUL STEPHEN BUCKLEY

Commissioner – 3rd District  
Term Expires: April 1, 2026

### VACANT

Commissioner – 4th District

### DONNA L. BIRKS

Commissioner – 5th District  
Term Expired: April 1, 2018

### VACANT

Commissioner – 6th District

### JADE JUMP

Commissioner – 7th District  
Term Expires: April 1, 2023

### BRITTNEY SOUTHWORTH

Commissioner – 8th District  
Term Expires: April 1, 2025

### CHRIS SLINKARD

Commissioner – At-Large  
Term Expires: April 1, 2028

### VACANT

Commissioner – At-Large

### VACANT

Commissioner – At-Large

# STATE BOARD OF MEDIATION



**TODD SMITH** Former Chairman



**LOGAN HOBBS** Acting Chairman

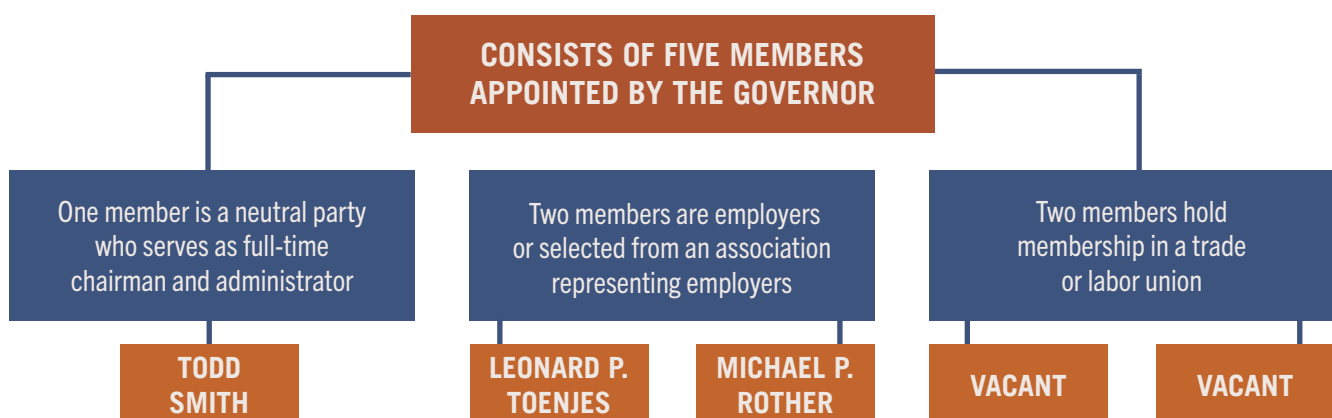
The State Board of Mediation (SBM) helps to settle disagreements between public employers and public sector labor unions regarding representation of bargaining units. The board also conducts secret ballot elections to determine whether or not a bargaining unit will be represented by a particular union.

The SBM has jurisdiction over most public employees, including those who work for the state, counties, cities, and school districts. The SBM accepts petitions online, making it easier to file for representation or decertification.

Petitions to SBM may be petitions to certify and decertify representatives for bargaining units, petitions to amend existing certificates, and clarifications of existing bargaining units.

The Board can mediate disputes between the public employer and union regarding who should be included in a bargaining unit and who should not.

When disputes cannot be mediated informally, the board conducts hearings and issues decisions. Regardless of whether a bargaining unit is determined by consent of the parties or by a board determination, all members of the bargaining unit may vote on representation through an election.



# 2024 FISCAL YEAR

24	AVERAGE DAYS FROM INITIAL TELECONFERENCE TO ELECTION
23	PETITIONS FILED
11	ELECTIONS
0	IN-PERSON
11	ELECTRONIC BALLOTING
0	MAIL-IN BALLOT
11	REPRESENTATION ELECTIONS CONDUCTED
0	DECERTIFICATION ELECTIONS
0	DISCLAIMED INTEREST
0	ELECTION APPEALS
3	HEARINGS ON DISPUTED ISSUES
836	PUBLIC EMPLOYEES AFFECTED
9	UNIT CLARIFICATIONS
1	AMENDMENT OF CERTIFICATIONS
0	CASES DISMISSED/WITHDRAWN





# DEPARTMENT GOALS

## ASPIRATION

We will promote economic vitality, safety, and fairness for Missouri's businesses and workers.

## THEMES

### GROWTH

FOSTER A BUSINESS ENVIRONMENT  
TO SUPPORT ECONOMIC  
DEVELOPMENT

### SAFETY

PREVENT INJURIES AND SAVE LIVES  
ON THE JOB

### OPPORTUNITY

INVEST IN OUR WORKFORCE FOR  
TODAY AND TOMORROW

## INITIATIVES

- Enhance participation in the use of citizen survey tools (Qualtrics/Genesys) to solicit citizen feedback for continuous improvement in citizen service and support.
- Improve citizen ease of access for the submission, handling & resolution of tips, concerns and complaints.
- Leverage new Senior Research & Data Coordinator role to enhance data mining and analysis for improved program performance.
- Refine safety initiatives training videos/materials to create a comprehensive safety toolkit for the department team members as well as other state agencies.
- Deploy of and training in use of Automated External Defibrillators (AED) for main office locations.
- Handoff & Build-out of succession planning process for critical positions throughout the department and its divisions.
- Implement and refine a robust onboarding process for new employees and supervisors.
- Deliver a comprehensive supervisory/managerial certification program for all the department supervisory staff.





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